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SUGA KAZUAKI;**Assignee: **OKI SOFTWARE OKAYAMA:KK  
OKI ELECTRIC IND CO LTD**  
[News, Profiles, Stocks and More about this company](#)Published / Filed: **1998-09-25 / 1997-03-13**Application Number: **JP1997000079019**IPC Code: **G06F 19/00; G07D 9/00;**Priority Number: **1997-03-13 JP1997000079019**

Abstract:

**PROBLEM TO BE SOLVED:** To shorten the waiting time of customers by preparing a guidance display part to show an optimum automatic transaction machine as an operating object to a customer whose turn comes near based on the state information collected at a state information collection part and the customer information collected at a customer information collection part.

**SOLUTION:** A customer operates a customer terminal 5 to selects the types of transactions. A customer guidance system 10 edits the order tickets and prints the reference numbers on the order tickets. The customer receives an order ticket and queues if required. If no queuing is required, the guidance (announcement) is given to the customer via a display guidance part 6 before the customer gets close to the automatic transaction machines 1A and 1B. Then the states are notified again from the machines 1A and 1B. Thus, the system 10 guides the customer and produces an aural announcement based on the guidance result. In such a way, the waiting time is shortened for each customer.

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**(54) CUSTOMER GUIDANCE  
SYSTEM**

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